

New DHS-EBT-Policy Mailbox

The new DHS-EBT-Policy mailbox DHS-EBT-Policy@michigan.gov is now available to enable email responses to EBT questions from DHS staff, clients and retail partners.

This mailbox is to be used to answer EBT policy questions, not eligibility or other DHS policy areas. The mailbox is designed for response to questions dealing with the use of the card, problems with the card, and issues that directly relate to EBT.

DHS staff, clients and retailers can use the mailbox. It was created because EBT policy questions were being sent to multiple areas to respond. The benefit to DHS staff is that their questions will be answered correctly and more quickly. Since most of the questions on EBT are directly related to a client problem, the new mailbox will also enable clients to receive prompt response and resolution on EBT issues.